

# CITY OF TORRANCE INTEROFFICE COMMUNICATION

DATE: January 16, 2013

**TO:** Members of City Council Transportation Committee  
**VIA:** ~~LeRoy J. Jackson, City Manager~~  
**FROM:** Kim Turner, Transit Director  
**SUBJECT:** Torrance Transit Fall 2012 Service Changes Update

## Background

On November 18, 2012 the new Transit schedules and routes were implemented for the public. Currently, the service has been in effect for approximately 52 days (as of January 10, 2013) and Transit staff has gathered some initial feedback from both operators, customers who utilize the service, and staff. The following list does not contain every piece of feedback received, but is intended to provide a general idea of the major/most consistent feedback received:

- Running time/on-time performance
  - Line 1, 3, 4, 6, and 8
- Stop changes
  - Line R3 and 4
- Routing adjustments
  - Line 7-9 and 8
- Line 3 overcrowding
- Line 3 short-line trips
- Various deadhead & relief adjustments
- Other assorted changes (including stops, etc)

Based on receipt of these initial changes, Transit staff has already implemented a number of changes effective December 16, 2012. These changes include:

- Line 8 south end turn around loop
- Line R3 stop changes
- Line 4 stop additions

The January 2013 shake-up is effective January 13, 2013. Based on initial feedback received from operators and customers the following changes were implemented:

- Line 4 running time adjustments

- Deadhead adjustments
  - Line 3, 4, and 8
- Line 7-9 connection via Avalon Bl. by extending the Line 9 to Sepulveda Bl.
- Elimination of 3 non-productive Line R3 afternoon trips associated with PM tripper assignments
- Elimination of school trippers in schedule

All of these changes have been included in the new schedule effective January 13, 2013. Transit staff intends to further research the following area:

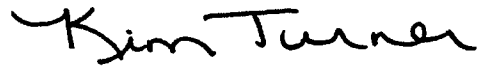
- Running time/on-time performance
  - Line 1, 3, 4, 6, 8
- Line 3 overcrowding in early AM peak westbound on weekdays
- Line 3 short-line trips (desire to reach Hawthorne Bl.)
- Various deadhead & relief adjustments
- Other assorted changes (including stops, minor schedule adjustments to weekends)

With the first full month of the new service just completed (December 2012), Transit staff has begun the process of analyzing the system performance. In examining December 2012 compared to December 2011, we experienced a decrease in ridership of approximately 9% and a decrease in our farebox receipts of approximately 13%. However, despite these reductions, the system has actually improved overall. Despite comparing the same month year-over-year, there are different levels of service provided from year to year which affects data. To help account for the staff examined boardings per hour, with the following results:

- Weekdays: up 7% (29.1 to 31.1) – 2% service reduction
- Saturdays: down 34% (27.5 to 18.2) – 13% service increase
- Sundays: down 17% (37.4 to 30.9) – 32% service increase
- Overall: down 1% (29.2 to 28.9)

By examining the boardings per hour for each of our service type days (weekdays, Saturdays, and Sundays) we can accurately review the performance of our system. However, when looking at the overall boardings per hour going down 1%, this also isn't truly representative of the overall performance of the transit network. This is because we had varying levels of weekday, Saturday, and Sunday service type days between the two comparison months. By controlling for this variable, we actually show a 2% increase in system wide boardings per hour (29.2 to 29.6). Further, by accounting for this variable, we can project that ridership would be up 2% and farebox receipts only down 3.5%. This reduction in farebox receipts was expected as we eliminated service to downtown Los Angeles on our Lines 1 and 2, reducing the amount of premium fare collected above \$1. However, as productivity increases on our local routes, this will be offset.

Staff will continue to monitor and provide updates to the Transportation Committee as the service continues to develop over time. Transit staff plans to make additional adjustments for the July bid.



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Kim Turner  
Transit Director

ATTACHMENT:

- A. Fall 2012 Service Changes Update Presentation